

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: Approval of Minutes of
September 7, 2000

ITEM NUMBER: 2

ATTACHMENT(S): 1

ACTION: X

DATE OF MEETING: October 12, 2000

INFORMATION:

PRESENTER(S): Chairperson

Please see the attached minutes of the September 7, 2000 Benefits and Services Committee meeting.

PROPOSED
MINUTES OF THE
BENEFITS AND SERVICES COMMITTEE MEETING
OF THE
STATE TEACHERS' RETIREMENT SYSTEM
THURSDAY, SEPTEMBER 7, 2000
BOARD ROOM
7667 FOLSOM BOULEVARD
SACRAMENTO, CALIFORNIA

COMMITTEE MEMBERS PRESENT

Yvonne Gallegos Bodle, Chairperson

Gary Lynes

Marty Mathiesen

Lillian Raffel

Emma Zink

Walter Barnes, representing the State Controller, Kathleen Connell

Curt Robinson, representing the Superintendent of Public Instruction, Delaine Eastin

OTHER BOARD MEMBERS PRESENT

George Fenimore

STAFF PRESENT

James D. Mosman, Chief Executive Officer

Michael Carter, DCEO, CBS Branch

Christopher W. Waddell, Chief Counsel

Ronald E. Meador, Senior Staff

Laurence Martin, DCEO, IFS Branch

Peggy Plett, DCEO, Administration Branch

Ken Costa, Director, START Project

Ed Derman, DCEO, External Affairs and Program Development Branch

Lynda Bridges, Manager, Service Retirement Division

Peter Haley, Manager, Membership Division

Dennis LeBlanc, Manager, Services Division

Francisco Lujano, Manager, Supplemental Programs, Research and Internet Technology Division

Jan Vine, Executive Assistant

OTHERS PRESENT

Dorothy Moser, UTLA-R

Dr. Angela M. Oschbrennek, CRTA

Susan Goff, CRTA

Michael R. Green, CTA

George Wichman, CTA

Bill Collins, CTA

Loretta Toggenburger, UTLA

Beverly Carlson

Lois Shive, CTA

Edna White, CRTA

Zoe Ann Murray, CRTA, AARP

A quorum being present, Chairperson Bodle called the meeting to order at 8:35 a.m.

II. **APPROVAL OF MINUTES OF SEPTEMBER 7, 2000 MEETING**

MOTION duly made by Ms. Zink, seconded by Mr. Fenimore and carried to approve the Minutes of the Benefits and Services Committee meeting of September 7, 2000.

III. **ANNOUNCEMENTS**

Chairperson Bodle announced that Michael Carter will be traveling to Boston, Massachusetts in October to the National Council on Teacher Retirement Annual Convention and will be a Benchmarking panelist.

IV. **CONSENT AGENDA**

Ms. Bridges and Mr. Haley presented this item and asked that the Committee adopt the Proposed Decisions as presented to deny James P. Roberts request for exemption from the post-retirement earnings limitation and deny Chabot-Las Positas Faculty Association's request to report the Meritorious Teaching or Service Award as creditable compensation.

MOTION duly made by Mr. Mathiesen, seconded by Mr. Lynes, and carried to adopt the Proposed Decisions as presented.

There are currently three earnings limit bills approved by the Legislature and pending the Governor's signature. Mr. Carter recommended that staff report how these legislative changes would impact the current earnings limit at a future meeting.

V. **CLIENT ADVISORY COMMITTEE UPDATE**

Mr. Derman presented this item and shared the highlights of the September 6, 2000 Client Advisory Committee (CAC) meeting. The CAC members discussed the enhanced benefit bills that are awaiting the Governor's signature. Also discussed was the importance of how the salary is computed for final compensation purposes for part-time faculty members.

VI. **CalSTRS WEBSITE PRESENTATION**

Mr. Lujano and Mr. LeBlanc presented an overview presentation of the Website and written materials were included in the item. CalSTRS' Website went online in April 1996 and was text-based and limiting in its use based on the type of computer owned by the member. In 1998 the Website was redesigned to take advantage of technology enhancements and to more efficiently communicate with CalSTRS members. The redesign offers video capabilities and a secure server to allow members to transmit limited information to CalSTRS. Since the redesign, the number of hits has increased from 7,000 in FY 1997/98 to nearly 38,000 in FY

1999/00. In July 2000 CalSTRS acquired a new internet service provider that guarantees 100 percent up-time, 24-hour services for seven days a week.

Mr. Lujano and Mr. LeBlanc demonstrated the various features of the Website including CalSTRS Information, CalSTRS Member Services and Contact CalSTRS (InfoNow). The most frequently used components of the Website are forms requests, the retirement benefit calculator and legislative information. Mr. LeBlanc walked the Committee through some of the forms and the InfoNow environment. The InfoNow, which is the “question and answer” service received an average of 166 inquiries on a monthly basis in 1998 and an average of 236 inquiries in 1999.

The following features will be added to the Website in the future: The ability for employers to transmit data over the internet securely and give members account visibility of DB, DBS and CB account data. Financial Education Retirement Planning is also being considered as a future addition to the Website.

Mr. Mosman shared that CalSTRS is regarded as one of the top Websites in the pension industry. In addition, after the security issues are in place and START is fully operational, that possibly within one year the CalSTRS’ Website will have the capability to transact and calculate member services using data base fed information. Discussions ensued.

VII. FISCAL YEAR 1999/00 PRODUCTION OBJECTIVE ACHIEVEMENT

Mr. Carter presented this item which was accompanied by written materials. Mr. Carter was particularly proud of staffs’ performance given the many challenges and of changes at CalSTRS, including START, enhanced benefit implementation and other efficiencies. Mr. Carter introduced the CBSB Management Team responsible for the meeting these objectives to the Committee and audience. Mr. Carter also thanked Mr. Mosman, the Board and the other areas of CalSTRS for their support and role in achieving these objectives and providing quality services to CalSTRS members.

VIII. WARRANT STUB MESSAGE – OCTOBER 1, 2000 MAILINGS

Mr. Carter presented this item.

IX. LEVEL OF SERVICE STANDARDS

Mr. Carter presented this item.

A letter addressed to Dr. Bodle was read by Ms. Zink regarding a member’s experience with the CalSTRS retirement process. The member was impressed with the entire retirement process and recapped in the letter how complete and reassuring the experience was for her. The member asked that the Board be made aware of her admiration for a process well executed every step of the way.

X. **DRAFT AGENDA FOR THE OCTOBER BENEFITS AND SERVICES COMMITTEE MEETING**

Mr. Carter would like to present an item on RCS Program Enhancements in October and at either the October or November meeting, an item on Service Levels During the Data Base Conversion.

XI. **OPPORTUNITY FOR STATEMENTS FROM THE PUBLIC**

There were none.

ADJOURNMENT

There being no further business to conduct, Chairperson Bodle adjourned the meeting at 9:35 a.m.

JAMES D. MOSMAN, Chief Executive Officer
Secretary to the Teachers' Retirement Board

Yvonne Gallegos Bodle, Chairperson